

# CREATECH

A Talan<sup>+</sup> Company

## SHERPA™

### A Continuous Improvement Method

- > Eliminate non value-added activities
- > Involve your employees in company improvements
- > Bring your company to a higher level of performance

#### ONE OBJECTIVE: EXCELLENCE AT EVERY LEVEL

For every enterprise, success rests mainly on the performance of resources. Be they human, material or financial, they must be interconnected and offer the maximum return. The Sherpa™ operating system is a complete method. It combine the advantages of statistical quality control, improvement of manufacturing and business processes, the identification of problems relating to quality and their fundamental cause, along with preventive actions. Thus, all deliveries of defective products or services are eliminated, while maintaining as first priority customers and their expectations. More than a mere work method,

#### THE SHERPA CONTINUOUS IMPROVEMENT METHOD IS BASED ON THREE MAIN AXES :

- > A philosophy based on competitive excellence
- > An operating system (with many tools) to control and improve processes while eliminating waste
- > The competency, commitment and active participation of all in sharing this philosophy and applying the principles of the operating system to each of our activities.



#### VISION AND ORGANIZATION

- > Identifying the company's priorities and performance objectives
- > Evaluating maturity and positioning targeted in ongoing improvement
- > Developing the organizational structure
- > Identifying improvement cells
- > Preparing a deployment plan
- > Certification protocol and related tools
- > Audit material and certification guide
- > Executive management training

#### ACTION AND SUPPORT

- > Implementation of pilot improvement initiative with each of the tools for the method
- > Support for management committee, agents of change, and Sherpa™ implementation management software
- > Exercise to simulate Lean Manufacturing and Lean Office concepts
- > Templates, tools and forms facilitating the implementation of improvement tools
- > Advanced training on the techniques relevant to the business context

#### TRAINING

- > Training on Lean Manufacturing and Toyota Production System concepts
- > Training for Sherpa™ guides (agents of change) on tools: 5S, Kanban, MPT, VSM, process mapping, passport, process certification, debugging, fundamental causes, work standards, quality clinics, market feedback analysis
- > Training on the operating system

#### PROGRESSION AND RECOGNITION

- > Design of communication tools
- > Display templates for performance indicators
- > Personalization of protocol and business performance objectives
- > Audit of certification cells
- > Strategy for managing changes
- > Communication plan

**Sherpa**<sup>MC</sup>

*Sherpa™ is a Bell Canada Trademark.*

The Sherpa™ operating system was developed from the ACETM methodology of Pratt & Whitney Corp. This approach can be adapted to companies of all sizes and in all sectors, be it in manufacturing, distribution or service.

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